



Oklahoma Office of Workforce Development
900 N. Portland Ave.
Oklahoma City, OK 73107

OKLAHOMA WORKFORCE DEVELOPMENT ISSUANCE #08-2017

TO: Workforce Development Board Chairs
Workforce Development Board Staff
Workforce Development Fiscal Agents

FROM: Erin E. Risley-Baird, Executive Director

DATE: August 16, 2017

SUBJECT: Oklahoma Data Integrity

PURPOSE: The Oklahoma Office of Workforce Development (OOWD) as the Governor's administrative entity for the Workforce Innovation and Opportunity Act (WIOA) provides this issuance as guidance to communicate Oklahoma's guidelines under which Local Workforce Development Boards (LWDBs) must develop and implement procedures for the oversight, monitoring, and review of participant data entered into OKJobMatch. Such procedures ensure the timely, complete, and accurate entry of participant data.

MESSAGE: Data entered in the State's case management system (OKJobMatch) must accurately reflect the services provided to participants in order for the State and Local areas to evaluate and project performance, returns on investment (ROI), and program outcomes. Accurate, complete, and up-to-date data is essential to protect data integrity and to ensure that local, state, and federal reporting are supported with appropriate documentation. Changes that impact federal reporting requirements including performance and data validation are managed through the appropriate State Agency.

General Guidelines

Demographics:

Demographic information must be complete and accurate at the time of eligibility to ensure appropriate eligibility determination and subsequent reporting.

Data Elements and Source Documentation:

The elements required for data element validation focus on eligibility, performance, and services provided. Only one of the documents listed as source documentation for each element is required for validation. However, if multiple sources of information are collected for the

RESCISSIONS	EXPIRATION DATE Continuing
--------------------	--------------------------------------



same data element, the most rigorous, credible, and reliable source must be used. Source documentation that is uploaded must be a legible scan and must either match the data entered in the system or support the data with verifiable information according to the requirement in the source documentation policy.

Service Entry:

Services should be entered at the time the services are provided, and no later than seven calendar days after service delivery. The service date must always reflect the actual date of service. Only actual services delivered to a participant should be entered into the system.

Case notes:

Case notes should be entered at the time services are delivered or at the time contact with the participant is made. Regardless of the method, the case notes must be entered no later than seven calendar days of either instance. Case notes must be detailed, accurately support the coordinating service entries, and reflect a comprehensive picture of participant activities and staff interactions concerning the participant. At a minimum, case notes must include relevant information related to the specific data element or service provided, the date on which the information was obtained, and the case manager who obtained the information. Confidential information is not required to be entered into the case notes regarding medical conditions or disabilities. Stating that a participant has a medical condition or a disability without documenting specific details is sufficient.

Data Edit Request

An OKJobMatch Data Edit Request, including the ability to add, modify or delete participant data, may be allowed up to 20 days after the end of the applicable quarter. This allows Local areas a reasonable amount of time to identify errors and request corrections, and a reasonable amount of time for State staff to make corrections, analyze data, and prepare quarterly reports for submission to the U.S. Department of Labor and other federal oversight agencies.

The timeline for an OKJobMatch Data Edit Request is based on the Federal WIOA performance reporting schedule:

- Program Year: A program year runs July 1st to June 30th with four quarterly reports during the year. Approximately 45 days after the end of a program year, the state is required to report data on the complete program year.
- Quarterly Performance Reports: Federal WIOA quarterly performance reports are due approximately 45 days after the end of each quarter, September 30th, December 31st, March 31st, and June 30th.

Quarter 1			Quarter 2			Quarter 3			Quarter 4		
July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April	May	June

Processes

The request must first be analyzed by the Local Workforce Development Board and/or Service Provider to determine whether or not a request will be approved before submission to the appropriate state agency. Questions that may guide local procedures include:

- Is the change fully justified in the request?
- Are the changes documented and supported throughout the participant's record, in case notes, with documentation, or support for start and end dates of other services, etc.?
- Does the addition, change, or update align with established policy?

Local procedures must include processes for the denial of requests, including requests that must be denied by the LWDBs and State are those that:

- Do not comply with policy;
- Are not supported by case notes or documentation;
- Are incomplete;
- Are missing a required data field or justification;
- Will change the quarter in which the participation date and/or exit date of period of participation falls;
- Will create a new period of participation, in which services have already been provided.

Examples

Example 1: Modifying Participant Service Dates:

Request: Change service dates for a participant – service start date would change from 10/03/16 (highlighted in yellow below) to 08/17/16 (highlighted in red below) and the service end date would change from 11/20/16 to 09/27/16.

Requested Date: 9/28/16

Actual Period of Participation: 10/3/16 – 11/20/16

Decision: This request would be denied because the requested start date of the service would change the quarter in which the period of participation start date falls in from the 2nd quarter of 2016 to the 1st quarter of 2016. Period of Participation would change to 8/17/16 – 9/27/16.

Quarter 1			Quarter 2			Quarter 3			Quarter 4		
July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April	May	June

Example 2: Deleting a Participant Service:

Request: Request is to delete the Workforce Preparation Assistance service on 10/20/16

Requested Date: 5/30/17

Period of Participation: 6/03/16 – 10/20/16

Services Provided:

- Initial Assessment: 06/03/16 -06/03/16
- Career Guidance: 06/03/16 – 06/03/16
- Occupation Skills Training: 06/14/16 – 09/18/16

Workforce Preparation Assistance: 10/20/16 – 10/20/16

Decision: This request would be denied because it is over the allowable 20 days after the end of the applicable quarter timeframe. Quarter end 12/31/16 + 20 days = 1/20/17.

Example 3: Deleting a Participant Service:

Request: Request is to delete the Workforce Preparation Assistance service on 10/20/16

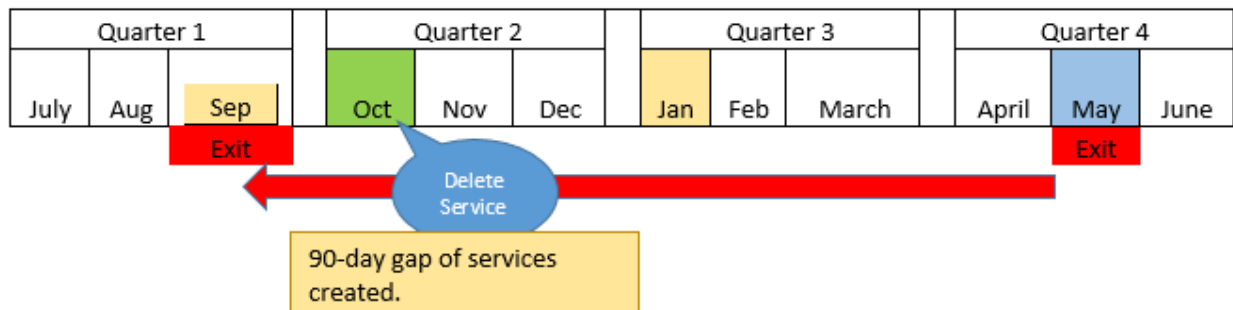
Requested Date: 5/30/17

Period of Participation: 06/03/16 – 5/27/17

Services Provided: Initial Assessment: 06/03/16 -06/03/16
Career Guidance: 06/03/16 – 06/03/16
Occupation Skills Training: 06/14/16 – 09/18/16
Workforce Preparation Assistance 10/20/16 – 10/20/16
Career Guidance: 01/20/17 – 01/20/17
Work Experience: 02/03/17 – 4/21/17
Workforce Preparation Assistance: 5/27/17 – 5/27/17

Decision: This request would be denied because deleting this service would:

- create a gap of more than 90 days between services;
- move the exit date from 5/27/17 to 9/18/16 (a different quarter); and
- would require a new period of participation that would begin on 1/20/17.



Example 4: Deleting a Participant Service:

Request: Request is to delete the Workforce Preparation Assistance service on 10/20/16

Requested Date: 1/09/17

Period of Participation: 6/03/16 – 10/20/16

Services Provided: Initial Assessment: 06/03/16 -06/03/16
Career Guidance: 06/03/16 – 06/03/16
Occupation Skills Training: 06/14/16 – 09/18/16
Workforce Preparation Assistance: 10/20/16 – 10/20/16

Decision: This request would be approved because:

- The request is within the allowable 20 days after the end of the applicable quarter timeframe;

The deletion of the service does not change the exit quarter for the participant. Period of

Participation will be 6/03/16 – 09/18/16.

TIMELINE: A complete and accurate OKJobMatch Data Edit Request must be submitted to the appropriate State Agency within 20 days after the end of the applicable quarter and follow all State and Local policy guidelines.

A Title I program data edit request must be submitted to the Oklahoma Office of Workforce Development (OOWD) help desk at support@oowd.zendesk.com.

A Title III program data edit request must be submitted to the Oklahoma Employment Security Commission (OESC) helpdesk at RES-techsyssup@oesc.state.ok.us.

ACTION REQUIRED: This Oklahoma Workforce Development Issuance (OWDI) is to become a part of your permanent records and made available to appropriate staff and sub-recipients.

LWDBs must have procedures in place for initial review and approval of Data Edit Requests before submission to the State. OOWD must be notified of those procedures and the responsible person(s)/entity designated for making requests to the State, post local review. If changes to the procedures or responsible person(s)/entity are made, please provide timely notification to OOWD.

INQUIRIES: If you have any questions about this issuance, please contact policy and program staff in the Oklahoma Office of Workforce Development. Contact information can be found at <http://www.oklahomaworks.gov/about/>.

ATTACHMENTS:

OKJobMatch Data Edit Request